

Merchant Returns Service

User's Guide

Document Version 2.0

2015

Version History

Version	Date of Addition	Summary of Additions
1.0	08/07/2014	Document created.
2.0	2/21/2015	Updated based on changes from April 2015 PC
3.0	3/31/2015	Updated with edits based on feedback

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Introduction

This guide will provide an overview of the USPS Merchant Returns including types of accounts, services offered, and generating labels.

USPS System Administrators

USPS Returns Administrators will onboard merchants using the USPS Merchant Returns Application. Administrators have the ability to onboard, edit, and generate transaction reports for the following merchants:

- Scan Based Payment (SBP)
- Merchandise Return Service (MRS)
- International Merchandise Return Service (IMRS)

Service Types Offered

The Service Types available for Scan Based Payment merchants using the Returns Tool are listed in full below:

SBP Service Types
Priority Mail Returns® service
Priority Mail Returns® service, Insurance <= \$500
First-Class Package Return® service
First-Class Package Return® service, Insurance <= \$500
Ground Return Service

The Service Types available for Merchandise Returns Service merchants using the Returns Tool are listed in full below:

MRS Service Type
First-Class - Merchandise Return Service
Priority Mail - Merchandise Return Service
Priority Mail - HAZMAT - Merchandise Return Service

The Service Types available for International Merchandise Returns Service merchants using the Returns Tool are listed in full below:

Country	IMRS Service Type
Canada	Expedited Parcel Service - USA
Australia	Australia - IMRS - Inbound Priority

New Merchant Registration

To begin the onboarding process, Administrators will need to verify the new merchant using the following parameters:

- **Merchant Name** the name given to the merchant in the Merchant Returns system
- **Account Name** the name given to the account of the Merchant in the Merchant Returns system
- The **Type of Merchant** can be Scan Based Payment (SBP) merchant, a Merchandise Return Service (MRS) merchant, or International MRS.
- A **MID**, or Mailer ID, is a number assigned to merchants for their mail pieces by the USPS Business Customer Gateway system. MIDs are featured on Intelligent Mail barcodes and are tied to a single **CRID**.
- A **CRID**, or Customer Registration ID, is a unique identifier assigned to a merchant and a unique location. This means that one merchant can have multiple CRIDs serving as multiple locations (e.g. a Merchant has a CRID for Seattle, Washington and a different CRID for New York, New York). The USPS Customer Registration system verifies assigned CRIDs.

The Business Customer Gateway system currently allows a Mailer to request five (5) six-digits and ten (10) nine-digit MIDs per CRID. MIDs used by SBP and International merchants are unique and cannot be duplicated, e.g. MID # 854321 cannot be associated with two different CRIDs. A Mailer can be assigned MIDs that are program-specific – for instance, a Mailer who has MIDs assigned to Electronic Verification System (eVS) must use those exclusively for the eVS program. The number of MIDs assigned to a Mailer is dependent on which programs they are enrolled in and their shipping volume, per the General USPS MID Guidelines.

Scan Based Payment (SBP) Merchant

SBP – Onboard New Merchant

When onboarding an SBP merchant, Administrators will need to fill in several details about the merchant, including a merchant contact, label information, and service types that they will be offering their customers.

Administrators also have the option to indicate if the merchant being onboarded intends on receiving FTP (File Transfer Protocol) scan event extracts.

SBP – Label Options

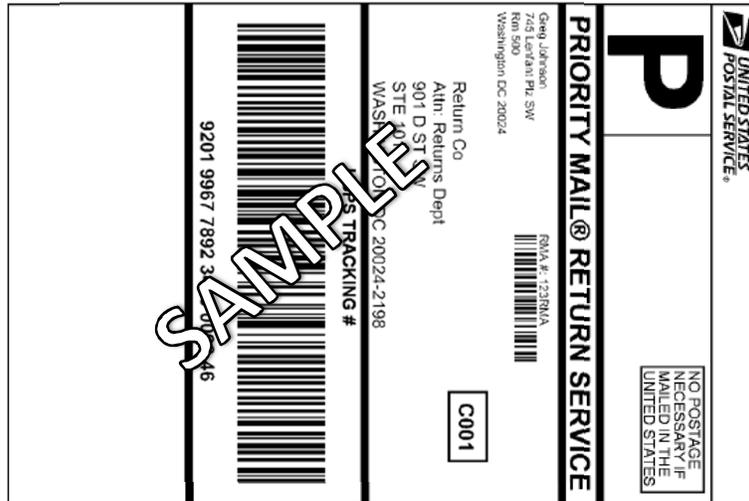
There are several aspects to the Onboard New Merchant form that relates directly to how the returns label looks when a customer prints it out including:

- RMA/Order/Invoice number
- Additional Label Instructions
- Label Message

The **RMA/Order/Invoice number** is package information that a merchant may ask the customer to provide when returning a package. This information is not for USPS' benefit and is solely for the merchant – it can be displayed on the label to make it easier for the merchant to keep track of their returns inventory. The package information permits alphanumeric digits (no spaces or special characters) and has a maximum length of 15 characters. If a merchant decides to have it displayed on a label, this is how it would look on a 3x6 label (see circled in red):

		PRIORITY MAIL® RETURN SERVICE	
P	Greg Johnson 745 Lenfant Plz SW Rm 500 Washington DC 20024	RMA #: 123RMA 	NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
		Return Co Attn: Returns Dept 901 D ST SW STE 101 WASHINGTON DC 20024-2198	C001
USPS TRACKING #			
			
9201 9967 7892 3400 0000 39			

The **Additional Label Instructions** is for any instructions that merchants would like placed on the PDF printout that includes the label. The instructions are not an actual part of the label, but they are a part of the 8 ½ x 11” printout page. See the printout on the next page, and see the portion outlined in red:



✂----- Cut On Dotted Line -----

Merchant Instructions
Additional Label Instructions displayed here.

Online e-Label Record

USPS Tracking Number:
9201 9967 7892 3400 0000 46
Priority Mail® Return Service

Print Date: 8/4/2014

From: Greg Johnson
745 Lenfant Plz SW
Rm 500
Washington DC 20024

To: Return Co
Attn: Returns Dept
901 D ST SW
STE 101
WASHINGTON DC 20024-2198

RMA #: 123RMA

USPS Instructions

1. Center the label onto the largest side of the package so that the label information does not wrap around any edge.
2. If not using a self-adhesive label, tape or glue shipping label to the package. **DO NOT TAPE OVER BARCODE.** Be sure all label edges are secured.
3. **DO NOT PHOTOCOPY.** Each shipping label number is unique to the intended shipment and can be used only once. If needed, contact merchant for replacement label.
4. If reusing box or container, remove, cover, or mark out completely any other barcode and address markings.
5. Mail the parcel at a Post Office, drop it in a collection box, leave it with a letter carrier or schedule a free carrier pickup at usps.com

 **UNITED STATES
POSTAL SERVICE** *Thank you for shipping with the United States Postal Service!*
Check the status of your shipment on the **Track & Confirm** page at www.usps.com

A **Label Message** may be placed in 4x6 labels (but not on the 4x4 and 3x6 labels, due to size limitations). The Label Message is then featured as such on the label itself (see red):

 UNITED STATES POSTAL SERVICE®	
P	NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
PRIORITY MAIL® RETURN SERVICE	
Greg Johnson 745 Lenfant Plz SW # 500 Washington DC 20024	RMA #: 123RMA 
Return Co Attn: Returns Dept 901 D ST SW STE 101 WASHINGTON DC 20024-2198	C001
US TRACKING # 	
9201 9967 7892 3400 0000 53	
A Message that will appear on the label.	

Merchants can offer their customers up to four different service types on behalf of the SBP merchant:

- Priority Mail® Return Service
- First-Class Package Return® service
- Ground Return Service

- PRS – Full Network (NSA Only)

Merchandise Returns Service (MRS) Merchant

MRS – Onboard New Merchant

The Administrator follows a similar process to SBP when onboarding an MRS merchant, but some of the fields needed to complete the onboarding process will be different.

The Administrator will fill in several details about the merchant, including a WebTools ID, permit information, a merchant contact, and address information, postage due unit information, RMA Information and returns services that they will be offering their customers.

Administrators also have the option to indicate if the merchant being onboarded intends on receiving FTP (File Transfer Protocol) scan event extracts.

MRS – Label Options

There are several aspects to the Onboard New Merchant form that relates directly to how the returns label looks when a customer prints it out including:

- RMA/Order/Invoice number

The **RMA Information**, similar to its usage for SBP merchants, is package information that a merchant may ask the customer to provide when returning a package. This information is not for USPS' benefit and is solely for the merchant – it can be displayed on the label to make it easier for the merchant to keep track of their returns inventory. The package information permits alphanumeric digits (no spaces or special characters) and has a maximum length of 25 characters. The merchant can opt to include the RMA in a barcode or as human-readable. The merchant also has the option to include both a barcode and human-readable for the RMA on the label. If a merchant decides to have both the RMA number and barcode displayed on a label, this is how it would look:

FROM:
JOHN C
STE 101
901 D ST SW
WASHINGTON DC 20024-2198

**POSTAGE DUE COMPUTED
BY POSTAGE DUE UNIT**

POSTAGE _____
DELIVERY CONFIRMATION FEE _____
TOTAL POSTAGE AND FEES DUE \$ _____

PRIORITY MAIL

0024

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

ZIP - USPS DELIVERY CONFIRMATION

7834833

MERCHANDISE RETURN LABEL

PERMIT NO 959595 WASHINGTON DC 20020
SHIPPING CO. 901 D ST SW

**POSTAGE DUE UNIT
US POSTAL SERVICE
901 D ST SW
WASHINGTON DC 20024-2169**

9182 9690 1038 3004 2214 91

RMA #: _____

The system allows an Administrator user to select up to four different service types on behalf of the MRS merchant:

- First-Class Package Return® service
- Priority Mail
- Priority Mail – HAZMAT
- Ground Return Service

MRS – Bulk Printing

MRS Bulk Printing is a feature intended for Merchandise Return Service (MRS). The feature allows Administrators the ability to generate up to 30 labels at one time via the User Interface. Label sets are sent to MRS Merchants via email only, not available for API.

The image below shows the “Bulk Label Printing” page. The “Bulk Label Printing” page allows merchants the ability to specify the quantity of labels (10, 20, or 30) and the Service Type. The page has an editable email address fields that defaults to the merchant’s email address on file and a CRID field that adds a level of security to Bulk MRS printing by requiring Merchants to enter their CRID in order to generate Bulk MRS Labels.



Bulk Label Printing

Choose the number of labels to generate, the service type, and enter a recipient email address to receive your bulk labels.

* Denotes a required field

Enter Package & Shipping Information

Merchant Name
MRS Merchant

Account Name
MRS Returns

PDU Address:
**901 D ST SW STE 101
WASHINGTON, DC, 20024-2198**

*Quantity

*Service Type

Email Address:

Confirm Email Address:

*CRID Confirmation

[Submit](#)

International Merchandise Returns Service (IMRS)

IMRS – Onboard New Merchant

International MRS is able to support returns originating in both Canada (Canada Post) and Australia (Australia Post).

The Administrator will need to fill in several details about the merchant, including permit information, merchant contact information, Postage Due Unit information, RMA information, and service types that they will be offering their customers.

IMRS – Label Options

There are several aspects to the Onboard New Merchant form that relates directly to how the returns label looks when a customer prints it out including:

- RMA/Order/Invoice number
- Additional Label Instructions (Canada Only)

The **RMA/Order/Invoice number** is package information that a merchant may ask the customer to provide when returning a package. This information is not for USPS' benefit and is solely for the merchant – it can be displayed on the label to make it easier for the merchant to keep track of their returns inventory. The package information permits alphanumeric digits (no spaces or special characters) and has a maximum length of 25 characters. If a merchant decides to have it displayed on a label, this is how it would look on a Canada Post Return Label (see outlined in red):

Expedited Parcel — USA		Colis Accéléré É.-U.		2	CANADA POST POSTES CANADA Postage Paid Port payé 03429792												
Sender Expéditeur	Telephone No # de téléphone 555 555-5555	Addressee Destinataire	Telephone No # de téléphone 555 555-5555			MERCHANDISE RETURN LABEL PERMIT NO. RMA #: 434WDS342SDFWR2 											
G. RAYMOND LTD 108 - 100 ALFERO KEUHNE BLVD BRAMPTON ON LST 4K4		POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 9998 FISHERS, IN 46085-9998															
CANADA In case of non-delivery, return at sender's expense		UNITED STATES En cas de non-livraison, renvoyez aux frais l'expéditeur		 POSTAGE DUE \$ COMPUTED BY USPS DELIVERY UNIT													
<table border="1"> <thead> <tr> <th>Itemized List of Contents and Company Designation</th> <th>Weight (Kg)</th> <th>Value (\$CAD)</th> </tr> </thead> <tbody> <tr> <td>Return Merchandise Marchandises de retours</td> <td></td> <td>\$0</td> </tr> <tr> <td>Total Value Valeur Totale</td> <td></td> <td></td> </tr> <tr> <td>Signature of Sender Signature de l'expéditeur</td> <td colspan="2">Date</td> </tr> </tbody> </table>		Itemized List of Contents and Company Designation	Weight (Kg)			Value (\$CAD)	Return Merchandise Marchandises de retours		\$0	Total Value Valeur Totale			Signature of Sender Signature de l'expéditeur	Date			
Itemized List of Contents and Company Designation	Weight (Kg)	Value (\$CAD)															
Return Merchandise Marchandises de retours		\$0															
Total Value Valeur Totale																	
Signature of Sender Signature de l'expéditeur	Date																
Sender warrants that this item does not contain dangerous goods. L'expéditeur garantit que ce envoi ne contient pas de matières dangereuses. Customs Declaration CN23 Shipping Label Declaration es donane CN23 Etiquette d'expedition																	

An Australia Post Return Label would appear as follows:

				MERCHANDISE RETURN LABEL PERMIT NO. 989898 745 LENFANT PLZ SW ROOM 5000 Returns Co WASHINGTON DC 20024	
From GREG JOHNSON BENNELONG POINT SYDNEY NSW 2000 Australia	RMA 43RV431 				POSTAGE DUE \$ COMPUTED BY USPS DELIVERY UNIT
	To POSTAGE DUE UNIT U.S. POSTAL SERVICE 1320 N VEITCH ST UNIT 2012 ARLINGTON VA 22201 UNITED STATES		FROM: GREG JOHNSON BENNELONG POINT SYDNEY NSW 2000 AUSTRALIA		 42022201
 CU000001655AU TO BE SCANNED AT ORIGIN		TO: POSTAGE DUE UNIT U.S. POSTAL SERVICE 1320 N VEITCH ST UNIT 2012 ARLINGTON VA 22201 UNITED STATES		USPS TRACKING #  CU000001655AU	

The **Additional Label Instructions** (see selected screenshot of onboarding screen below) is for any instructions that merchants would like placed on the PDF printout that includes the label. This feature is not available to Australia (Australia Post) International Merchants.

Please include additional label instructions (250 characters max):

The instructions are not an actual part of the label, but they are a part of the 8 ½ x 11" printout page. See the printout below, and see the portion outlined in red:

2 CANADA POST
POSTES CANADA
Postage Paid
Port payé
03429792

Expedited Parcel — USA Colis Accéléré É.-U.

Sender Expéditeur	Telephone No # de téléphone 555 555-5555	Addressee Destinataire	Telephone No # de téléphone 555 555-5555
G. RAYMOND LTD 108 - 100 ALFERO KEUHNE BLVD BRAMPTON ON LST 4K4		POSTAGE DUE UNIT US POSTAL SERVICE PO BOX 9998 FISHERS, IN 46085-9998	
CANADA In case of non-delivery, return at sender's expense		UNITED STATES En cas de non-livraison, renvoyer au destinataire	

MERCHANDISE RETURN LABEL

PERMIT NO.

RMA #: 434WDS342SDFWR2



SAMPLE

Itemized List of Contents and Company of Origin Manufacture Designation détaillée du contenu et pays de fabrication	Value (\$CAD) Valeur (\$CAD)
Return Merchandise Marchandises de retours	\$0
Total Value Valeur Totale	
Signature of Sender Signature de l'expéditeur	Date

Sender warrants that this item does not contain dangerous goods.
L'expéditeur garantit que ce envoi ne contient pas de matières dangereuses.
Customs Declaration CN23 Shipping Label Declaration es donane CN23 Etiquette d'expédition



**POSTAGE DUE
\$
COMPUTED BY
USPS DELIVERY UNIT**

USPS DELIVERY CONFIRMATION



CX 473 124 829 CA

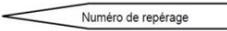


EXPEDITED PARCEL / COLIS ACCÉLÉRÉ

Tracking Number



Numéro de repérage



Instructions

1. Choose a box designed for shipping.
2. Wrap your items so that they are secure in the box and seal the box using proper shipping tape.
3. Cut the label on the dotted line and retain the bottom half for tracking purposes.
4. Tape the label so it appears squarely on the largest side of the box (do not bend it around sides or end of box). Do not tape over any part of the barcode on the label.
5. Take the parcel to a Canada Post retail outlet for shipping.

1. Choisissez une boîte conçue pour l'expédition.
2. Embaquez solidement vos articles dans la boîte et scellez le tout avec du ruban d'expédition.
3. Découpez l'étiquette le long du pointillé et conservez la partie inférieure pour suivi.
4. Apposez l'étiquette pour qu'elle paraisse entièrement sur le côté le plus grand de la boîte (ne pas la replier sur les côtés). Ne recouvrez aucune partie du code à barres de l'étiquette.
5. Apportez le colis à un comptoir postal de Postes Canada pour expédition.

A barcode should be printed on the label because Delivery Confirmation is selected. If no bar code is visible, please contact the help desk at 1-800-277-4799 for assistance.
Un code à barres devrait être imprimé sur l'étiquette lorsque la confirmation de livraison est choisie. Si le code à barres n'apparaît pas, veuillez communiquer avec le service

Merchant Instructions

Canada Post

The system allows an Administrator user to select only one service type on behalf of the International (Canada) merchant:

- Expedited Parcel – USA

Australia Post

The system allows an Administrator user to select only one service type on behalf of the International (Australia) merchant:

- Australia - IMRS - Inbound Priority

Proximity Routing

Proximity Routing is a feature intended for Scan Based Payment (SBP) merchants that have multiple accounts that serve as different return locations. With Proximity Routing enabled for a merchant, the system will determine what destination address to print on the return label, based on the distance of the customer to the merchants return location. SBP Merchants will be provided two routing options: **Automatic and Manual Proximity Routing**

- **Automatic Proximity Routing:** If Automatic Proximity Routing is enabled, the system will automatically select the closest return location to a customer's address and route packages to the address.
- **Manual Proximity Routing:** Manual Proximity provides the merchant the ability to manually select the account locations to route packages. The merchant can associate states to each of their accounts- packages from a particular state will be routed to the account it is associated with.

Note: Proximity Routing is not a requirement for merchants with multiple return locations. Merchants who wish to maintain their accounts without proximity enabled can continue without either of the two proximity options.

Providing Merchants Different Ways of Accessing the Returns System

While there is only one way to offer merchants a call center URL ("Merchant URL"), the Administrator user may now provide the merchant one of three ways to offer end customers the USPS Returns application / service:

- **Option 1: Provide a Generic Link.** This is as simple as copying and pasting the "Customer URL" seen in the above screenshot. The merchant would receive this URL, and place it in their website to direct customers when they need to print returns shipping labels. This option is the least amount of work for developers working for the merchant; this means that when a customer reaches the USPS returns website, the fields are not pre-populated; the customer need to enter in all their details. (name, address, label size, service type, etc.)

- **Option 2: Provide a Link with Specified Parameters.** This uses the “Customer URL” as a base, but then adds additional information to the end of the URL string. By adding this additional information to the URL, when the page is rendered, the fields are pre-populated with a customer’s information (e.g. address). This would require a merchant’s developer to code the transfer of information from the merchant’s site to the USPS returns site.
- **Option 3: Provide the Returns Web Service.** The Returns service has been created as both a website and a Web Service. If a merchant elects to control the entire customer user experience, and wants the customer to be generating returns labels from their site (without having to redirect to the USPS Returns site), they have the ability to do so by calling the USPS Returns web service. Option 3 requires the most work from a merchant’s developer to make the service available.

Generating a Label

Customer/Call Center User Interface

If the Customer Self-Service Label Generation URL is entered into a web browser, a user is directed to the following page to generate a Return Label. The example below shows an SBP pre-populated Customer Self-Service form.



Customer Self-Service



Generating a Returns Label is as Easy as 1-2-3.

Fill out a couple simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes.

*Denotes a required field

Merchant Information	Merchant Name Test Account
	RMA <input type="text" value="123RMA"/>
Enter Your Address Information	*Customer Name <input type="text" value="John Smith"/>
	*Street Address <input type="text" value="901 D Street SW"/> Apt / Suite / Other <input type="text" value="1000"/>
	*City <input type="text" value="Washington"/>
	*State <input type="text" value="DC - District of Columbia"/> ZIP <input type="text" value="20024"/>
Enter Package & Shipping Information	Merchandise Description <input type="text" value="Return Item"/>
	Please describe what you are returning. e.g. "Running Shoes"
	*Service Type <input type="text" value="Priority Mail® Return Service"/> *Label Type <input type="text" value="4X6"/>

[Next](#)

Alternatively, if the Call Center Label Generation URL is entered into a web browser, a user is directed to the following page to generate a Return Label. The example below shows an SBP pre-populated Call Center form.



Call Center



Generating a Returns Label is as Easy as 1-2-3.

Fill out a couple simple pieces of information, and you'll be on your way. We'll help you get your shipping label in minutes.

* Denotes a required field

Merchant Information

Merchant Name
Test Account

RMA

123RMA

Enter Your Address Information

*Customer Name

John Smith

*Street Address

901 D Street SW

Apt / Suite / Other

101

*City

Washington

*State

DC - District of Columbia

ZIP

20024

Enter Package & Shipping Information

Merchandise Description

Return Item

Please describe what you are returning. e.g. "Running Shoes"

*Service Type

Priority Mail® Return Service

*Label Type

4X6

Insurance Amount: \$

Maximum Amount: \$200

Next

Once information has been provided in the parameters on the customer page of the images above, customers or call center agents will be given the chance to review the inputted information on the “Your Label is Ready!” page.

If it is determined that the information is incorrect, users can click the “Go Back” button to return to the previous page and correct any errors. Users who determine that their information is correct have the option to select the manner in which they will receive their label.



Call Center



Your Label is Ready!

Now just select a way to have your label delivered, and we'll get it to you. You may only print or email your label **once** - after you select one of the two options below, you will be redirected away from this page.

Labels are generated in PDF format. [Get Adobe PDF Reader](#)

Shipping Information

Merchant Name:
Test Account

RMA
123RMA

Customer Name:
John Smith

Customer Address:
**901 D St SW Ste 101
Washington, DC, 20024-2198**

Merchandise Description:
Return Item

Label Type:
Priority Mail® Return Service 4X6

How Would You Like Your Label Delivered?

- Print Label (PDF)
- Email

Please note that you may only Print or Email your label once. Once you click "Submit", you will not be able to retrieve your label again.

Go Back

Submit

The “How Would You Like Your Label Delivered?” section is defaulted to provide the customer with a printable PDF label that will appear in a popup window upon clicking the “Submit” button. Customers who would rather have the label emailed to them for later printing will be asked to provide and confirm an email address as shown below:

How Would You Like Your Label Delivered?

Print Label (PDF)

Email

Email Address:

Confirm Email Address:

Please note that you may only Print or Email your label once. Once you click "Submit", you will not be able to retrieve your label again.

After submitting their choice of how they want their label delivered, customers will be directed to the “Thank You for Shipping with USPS!” confirmation page displayed below:



Customer Self-Service

Thank You for Shipping with USPS!



A pop-up window will display your PDF file. Please be patient – it may take a minute or two.

What do you do with your package now?

Now that you have your returns shipping label, you can either drop your package off at a local post office or have it picked up at your front door. See information about both options below.

If you are finished and want to close this window, click on the "Exit" button below.

Your tracking number is **930196554330000000033**

Note tracking information will not be available until USPS receives your package.

Email Tracking Number

Please enter your email address below to have your tracking number emailed to you.

Email Address:

Confirm Email Address:

Email Tracking Number

Exit

Option 1: Drop Off Your Package at a Local Post Office.

Your returns package can be dropped off at local Post Office operated by the US Postal Service. If you would like to find post offices near the mailing address that you provided, click on the "Locate a Post Office" button below.

Locate a Post Office

Option 2: Have Your Package Picked Up At Home.

If you would like your mail carrier to **pick up your package** on the next Postal Delivery Day, please provide us with the following information.

Asterisks (*) denote required fields.

*Phone Number:

*Package Weight:

lbs. oz.

*Package Location by Address:

- Please Select a Location -

Special Instructions:

Maximum of 255 characters

Email Address:

For confirming package pickup, request changes or cancellations

Confirm Email Address:

[Schedule Package Pickup](#)

From this page, customers will be provided with a tracking number for the label generated that can be used to track the package while it is en route and to determine when it has reached its destination. The tracking number will be displayed as plain text since the tracking information for the label will not be available until the label creation event information is uploaded to USPS Track & Confirm every two hours.

Customers who have selected to print their label in the PDF format will be given the option to email the tracking number to themselves as a hyperlink to their returns package's information page on USPS Track & Confirm. They need to simply enter and confirm their email address in the fields pictured below:

Email Tracking Number

Please enter your email address below to have your tracking number emailed to you.

Email Address:

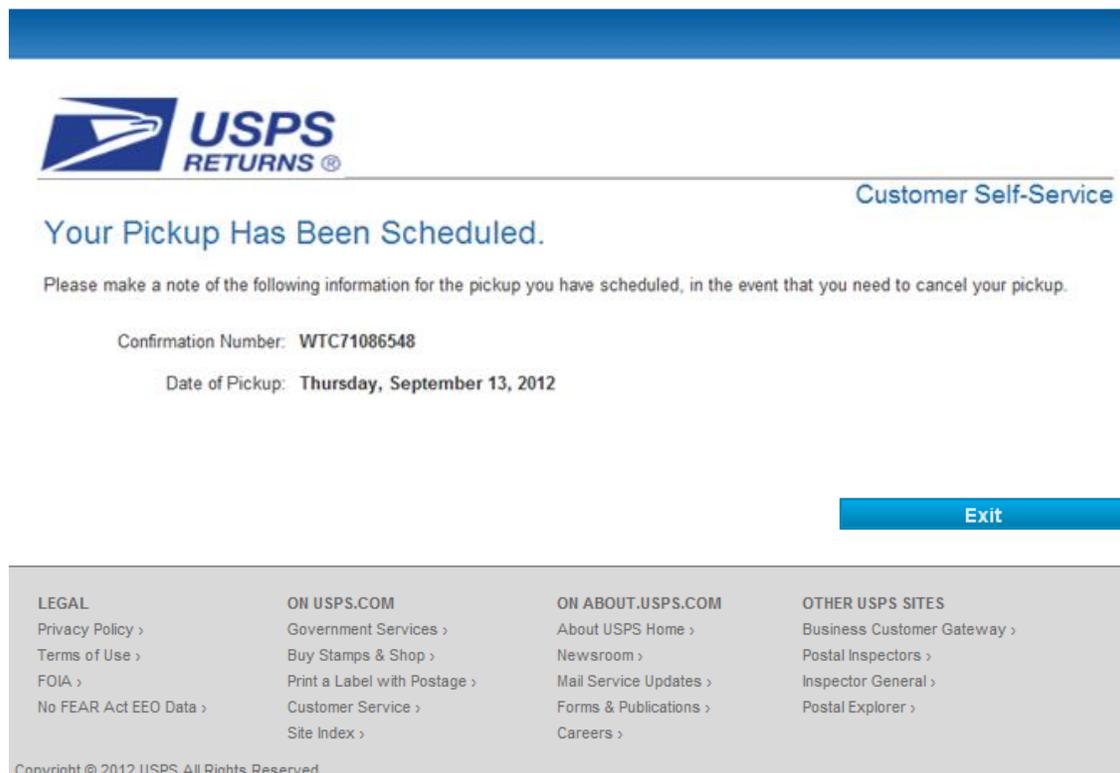
Confirm Email Address:

[Email Tracking Number](#)

The "Thank You for Shipping with USPS!" confirmation page offers customers the use of the USPS Post Office Locator. Clicking the "Locate a Post Office" button will redirect customers to

the PO Locator page where they will be provided with a list of the Post Offices and Drop Boxes nearest the address they entered on the “Generating a Returns Label is as Easy as 1-2-3” page.

The “Thank You for Shipping with USPS!” confirmation page offers customers the options of scheduling to have their postal carrier pick up the returns package free of charge from their home or office. Customers need only provide a phone number, the weight of the package, and the location at the address where the carrier can find the package (i.e. “Front Door”). Upon providing this information and clicking the “Schedule Package Pickup” button, customers will be directed to the “Your Pickup Has Been Scheduled” page where they will be provided with a date of pickup and a confirmation number.



The screenshot shows the USPS Returns website interface. At the top left is the USPS logo with the text "USPS RETURNS". To the right of the logo is the text "Customer Self-Service". Below the logo is the heading "Your Pickup Has Been Scheduled." followed by a sub-heading "Please make a note of the following information for the pickup you have scheduled, in the event that you need to cancel your pickup." The main content area displays "Confirmation Number: WTC71086548" and "Date of Pickup: Thursday, September 13, 2012". A blue "Exit" button is located in the top right corner. At the bottom, there is a footer section with four columns of links: LEGAL (Privacy Policy, Terms of Use, FOIA, No FEAR Act EEO Data), ON USPS.COM (Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service, Site Index), ON ABOUT.USPS.COM (About USPS Home, Newsroom, Mail Service Updates, Forms & Publications, Careers), and OTHER USPS SITES (Business Customer Gateway, Postal Inspectors, Inspector General, Postal Explorer). The footer also includes the text "Copyright © 2012 USPS All Rights Reserved."

The confirmation number provided can be entered into “Schedule a Pickup” page at usps.com in order to make adjustments to your scheduled pickup.

Customers generating a label for an International merchant will ship their packages through Canada Post or Australia Post and therefore will not have the option to locate a post office or to schedule a package pickup. They will be directed to the following "Thank You for Shipping with USPS!" confirmation page displayed below:



Customer Self-Service

Thank You for Shipping with USPS!



A pop-up window will display your PDF file. Please be patient – it may take a minute or two.
If you are finished and want to close this window, click on the "Exit" button below.

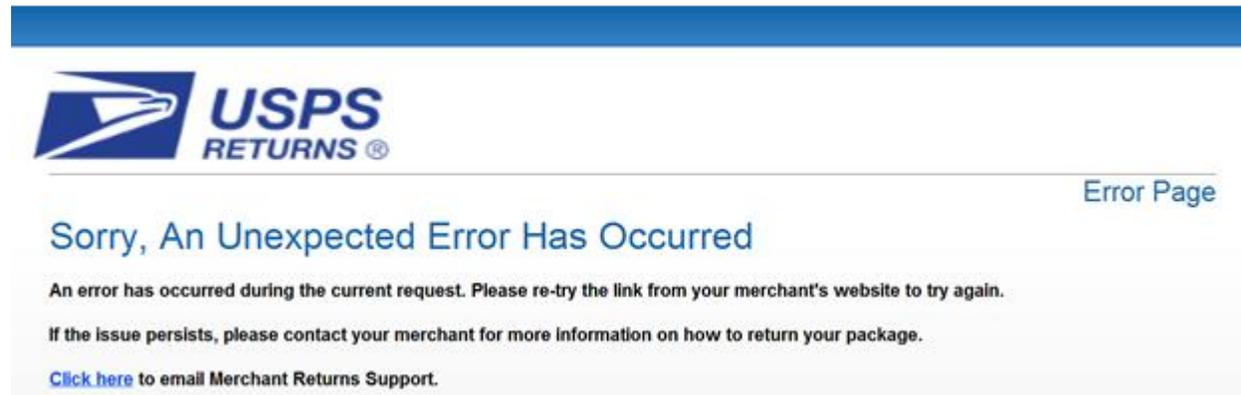
Your tracking number is [CX477438448CA](#)

Please click the tracking number above. Note tracking information will not be available until USPS receives your package.
To track your package going forward, please save the Track and Confirm web address for easy reference.

[Exit](#)

Support for Customers

The customer facing error pages of the Merchant Returns application will include a support email address that is shared by the Merchant Returns team. Customers who are directed to an error page will see the following:



Emails sent using the link on the page above will be directed to Merchant>Returns.Support@usps.gov.

For questions on comments please send an email to Merchant>Returns.Support@usps.gov.